

Optimize IBM software infrastructure availability and ROI.









Because there's simply no time for downtime or delays...

...you need comprehensive and proactive software support that can help you improve the availability, efficiency and flexibility of your technology environments and ease development of new projects. When outages happen or initiatives are held back, the effects reverberate across the value chain—from employees to partners to customers—and the monetary costs add up quickly.

The IBM Software Premium Support offering provides personalized, expert assistance to support your complex environment and high-availability requirements. Whether your business operations span a region, nation or the entire globe, IBM can help you optimize your return on investment (ROI) from your IBM software infrastructure. Software Premium Support is available for IBM Information Management, IBM Lotus®, IBM Rational®, IBM Tivoli® and IBM WebSphere® implementations.

Benefit from a personal relationship with premium support

Simply put, your organization can not afford downtime. Every minute you are down impacts your bottom line and customer satisfaction. IBM Software Premium Support ensures that you and your staff have a close relationship with a team of support professionals who have intimate knowledge of your infrastructure and business. When you open a new Severity 1 or 2 issue, this team is notified immediately, so they can help you resolve the issue as quickly as possible. IBM Software Premium Support optimizes your support services with these professionals and tools:

-  Premium support manager (PSM) — Acts as your single point of contact within the support organization and provides assistance ranging from service management and communication with key contacts to strategic advice and reporting. Your PSM develops an understanding of your complex infrastructure so he or she can provide advice specific to your unique business needs.
-  Premium support analyst (PSA) — Provides technical advice and shares skills in a specific product area. A PSA is a technician who can share product knowledge and expertise, relay technical information and recommend best practices for managing middleware software. PSAs also use their knowledge of your environment to deliver expert remote technical assistance, technical reporting and onsite support when purchased as part of the contract.
-  IBM® Workplace™ for Customer Support portal — Gives you a customizable Web portal that provides customers with a single point of entry to personalized, proactive information for preventing problems, support resources for tracking and solving problems, and collaborative tools to connect to IBM and each other.
-  Executive sponsorship — Helps ensure that you receive top-quality service from the Software Premium Support team. A senior member of IBM's worldwide support team holds regular reviews with your team.

Reduce costs and risks with proactive infrastructure management

Software Premium Support does more than simply assist you in issue management. It helps you move your software infrastructure forward based on evolving technology and the changing business environment. Because our PSMs and PSAs become intimately familiar with your infrastructure, they can help you reduce risks through proactive planning and best practices designed to anticipate and avoid problems. Moreover, they can help you understand what types of changes could improve infrastructure flexibility. As a result, you can potentially avoid costly outages, streamline management processes and prepare your software infrastructure for ongoing change. And your IT team can focus more of its efforts on enabling new business initiatives.



“[IBM Software] Premium Support [Services] was the best decision we’ve made... it has really helped us overcome any obstacles to deploy our IBM software more rapidly ...at first I questioned the value, but after seeing the [teamwork] of my staff and the [Premium Support team], I now know we could not live without it ...[It’s] well worth every penny.”

—Rob Livingstone, CIO, Ricoh Australia

“Having implemented [IBM Software] Premium Support [Services] into the problem escalation path between Siemens Business Services and IBM, we have significantly improved the speed at which issues are solved and the quality of those solutions.”

—Klaus Halbig, Siemens Business Services GmbH & Co. OHG

“Desjardins invests in its expertise and in selective partnerships to offer quality services to its members. Premium Support helps Desjardins minimize the risks and the costs related to the operation and the growth of its IBM® Lotus® software investments. For the past seven years, this prtnership has proven to be very worthwhile.”

—Louis Jutras, Federation des Caisses Desjardins du Quebec (FCDQ)



Improve issue management and staff productivity

A key advantage of Software Premium Support is the close relationship that your team and IBM develops. IBM professionals get to know your staff and develop a detailed understanding of your infrastructure. As a result, we can more effectively work together to quickly resolve problems as they arise.

Reducing downtime and the costs of issue management takes more than help from IBM. Your team needs to constantly update its product skills and knowledge, and its awareness of evolving technical issues. Briefings and technical conference calls delivered by IBM subject matter experts and a quarterly newsletter can help your team stay current on technology trends and the best use of product features. This ongoing education can not only improve problem management practices, it can help increase staff productivity and efficiency.

Service on your terms

IBM Software Premium Support is designed to support your unique requirements. You can choose the components you need most and change them over time as your needs change.

To learn more about how IBM Software Premium Support can help you optimize the availability, cost and flexibility of your IBM software infrastructure, contact your IBM sales or services specialist, send an e-mail to software_premium_support@us.ibm.com or visit:

ibm.com/software/support/premium

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